

AT&T Wi-Fi Owner Port Setup Guide

Introduction

The purpose of this document is to provide **general** guidelines for Owners that have installed the AT&T Wi-Fi Connectivity Solution in their restaurants enabling them to connect computers and other network accessible devices, such as video surveillance systems; and use the Internet services this port provides.

Function Of Primary Owner Port

The primary Owner port was provided in response to those Owners who desired the ability to connect devices in the restaurant (**other than McDonald's applications**) to the AT&T Wi-Fi solution, and to leverage the access to the Internet that AT&T Wi-Fi provided.

It contains a single static IP address on each side of the AT&T Wi-Fi solution for your direct use. This means that you can attach **only one** computer or network appliance device directly to the AT&T Wi-Fi solution.

It is important to note that this IP address appears different, depending on whether you are on the inside or outside of the restaurant (see below). On the inside, an internal IP address and associated information is used to actually configure the device and will be used once. This is a private address, and it is masked by the AT&T Wi-Fi hardware in order to be protected from attack or compromise. The external IP address is a translated "virtual" IP address which is used to reach your hardware from the outside (Internet).

Connection

The AT&T Wi-Fi solution contains multiple hardware devices housed in a single cabinet. It will typically only be installed in one of a few locations within the restaurant, with the most probable location being in the manager's office area.

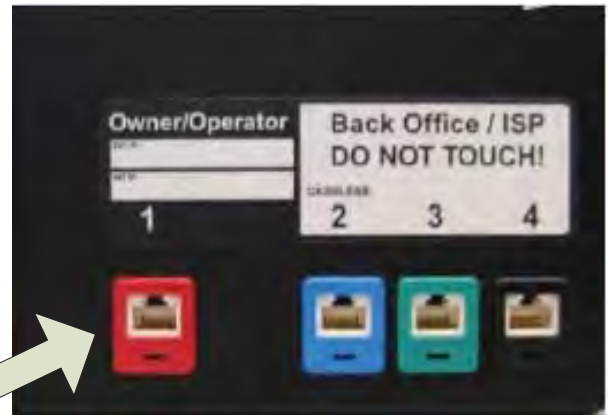
1. Locate the AT&T Wi-Fi connectivity enclosure.
2. There are four ports on the bottom of the enclosure, which are labeled according to the below diagram. Only the first port (**red jack**) is usable by the Owner for connection of your equipment. The remaining ports are either actively used for cashless, or designated for McDonald's specific applications. Your DVR or computer will not work properly if you connect to the wrong port.
3. Connect a standard Ethernet cable to the selected Owner port, and then connect to the Ethernet interface of the computer or your network appliance, such as your video surveillance DVR.



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Depiction of where the Owner Port is located

Setup & Operation

It is not possible for us to predict or directly support all of the potential types of computers or hardware devices which may be attached to this Owner port. Please refer to the specific manufacturer's operations and user guides for the computer or appliance that you would like to connect to the AT&T Wi-Fi hardware and for specific information on configuration setup when linking to Internet facing services.

As described briefly above in the functional area, there is an internal addressing mechanism and an external addressing mechanism, when using the Owner port. It is the internal addressing information that will be used to configure your computer or appliance and will typically only be needed once when installation occurs at the restaurant. If you need to remotely connect to this device from your home or office outside of the restaurant then you will use the outside IP address. See the below section for details.

NOTE:

- The internal and external IP addressing information that you need should be labeled on the AT&T Wi-Fi solution in the restaurant.

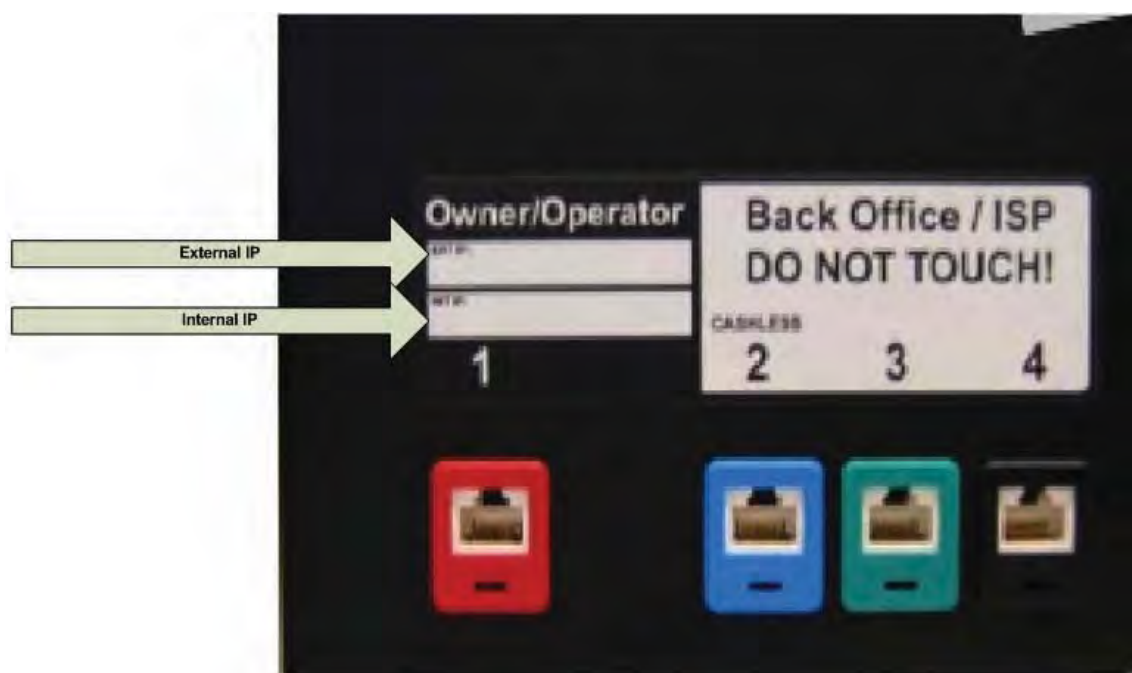


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- The external IP address is used outside the store, by the Owner, to reach the device in the restaurant. This should be labeled.
- The internal IP address is used by the device inside the store to configure to the local network. This information is masked from the outside, for security reasons. In all cases, the device should be configured for an IP address of **192.168.1.2**.



Configuration Is Accomplished In One Of Two Ways:

Automatic Configuration: many computers and network appliances are capable of using an automated configuration tool, commonly known as DHCP. With DHCP, the computer requests to be connected to the network and the system replies with information for the device to automatically configure itself. This happens in the background and requires no direct user intervention to operate.

1. Ensure your computer or network appliance is configured to use DHCP. Please consult your individual manufacturer's documentation or support system for further information.
2. Older Windows operating systems may use different options or different labels to configure this feature. Please consult the operating manuals from Microsoft.
3. Network appliances may have a web page screen or use client software, in order to configure the hardware device for a dynamic network. Please consult your individual manufacturer's documentation or support system for assistance here.



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Manual Configuration: All network devices are capable of being manually configured for attachment to any IP based network. This requires more involved user intervention to locally configure the unit to match the network. Additionally, the configuring technician must know certain pieces of information about the network itself. The method of configuration will vary based on the hardware and software used. Please consult your individual manufacturer's documentation or support system for specific assistance in identifying how to configure your own device.

1. To configure your computer or network appliance manually:
 - a. Open the properties or configuration screen for your particular computer or network appliance.
 - b. Enter the following information:
 - i. IP Address: **192.168.1.2**
 - ii. Subnet Mask: **255.255.255.252**
 - iii. Default Gateway: **192.168.1.1**
 - c. For DNS Server configuration, enter the following information:
 - i. Preferred DNS Server: **192.168.1.1**
 - ii. Alternate DNS Server: **216.12.255.2**
2. Network appliances may have a web page screen or use client software, in order to configure the hardware device for a fixed network. *Please consult your individual manufacturer's documentation or support system for specific hardware assistance here.*

Remotely Connecting To Your DVR Or Other Network Appliance

If you need to remotely connect to your device in the restaurant, you will need to use the external IP address for accessing it. You would type your external IP into the web browser, or DVR client software loaded, on your computer in your office or home. Your PC will connect across the Internet to the device in the restaurant using only this address. User cannot access directly on the 192.168.1.2 for DVR or any other connected network devices from the outside network like your office or home. As they have to use external Public Address assigned to your store.

This external IP address will be NATed with internal IP address 192.168.1.2.

Function Of 2nd Owner Port

There is a 2nd owner port that is available on the Enhanced 24 Port Switch as show below.

Port 21 on this switch is designated as the 2nd Owner Port and can be used to connect any device that you want to have wired internet access as long as it does not require a static IP (inbound access).



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21- 2nd Owner Port
(No Static IP)

Examples of devices that can connect to the 2nd Owner Port include additional laptops or computers that you desire to connect to the internet. This 2nd Owner port is automatically enabled for any store that has our Enhanced 24 Port switch installed.

SUPPORT (Both Primary and 2nd Owner Ports)

McDonald's cannot directly support any of the attached devices an Owner may choose to connect to this port. AT&T Wi-Fi Service's support services are specifically limited to providing assistance to the owner in ensuring that the port is enabled and functioning properly, as well as ensuring the correct information was used to configure the device. Neither McDonald's nor AT&T Wi-Fi can provide support for your device itself. You must rely on your manufacturer's service plan, an internal Operator IT staff, or a contracted service you obtain to provide the necessary support for your needs.

If the external IP address information is not labeled on your AT&T Wi-Fi hardware, please:

1. Contact AT&T Wi-Fi Service's help desk at **(877) MCD-WIFI (877-623-9434)**.
2. Operators or your staff need to identify to the AT&T Wi-Fi help desk analyst that they are in a AT&T Wi-Fi connected store and attempting to configure a device for the Owner port, but are missing information.
3. Provide your National Store Number and ask for the Owner Port external IP address.

When having a problem either setting up your personal computer or DVR application or with operation after configuration has already occurred, the first issue is isolating the problem between the AT&T Wi-Fi hardware and your system, so it can be corrected. You or your IT staff is responsible for making this determination. Please:

1. Verify the computer or network appliance that you are setting up is working properly and is configured properly. Please consult your manufacturer's documentation or their support services to ensure that your device properly configured. Please test at the restaurant. You must do this prior to contacting AT&T Wi-Fi.
2. If you can verify proper configuration of your device, and believe that the Owner port on the AT&T Wi-Fi solution is not working properly, you can then contact AT&T Wi-Fi Service's help desk at (877) MCD-WIFI (877-623-9434).
3. Users need to identify to the help desk analyst that they are in an AT&T Wi-Fi connected store and are attempting to use the Owner port.
4. Please provide the restaurant's National Store Number.



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5. The help desk analyst is responsible for isolating the problem between the AT&T Wi-Fi solution (hardware and connection) and the user's laptop, desktop or appliance (software and hardware).
 - a. If the problem is isolated to the DSL connection, the AT&T Wi-Fi hardware or AT&T Wi-Fi software, then the analyst will escalate the issue internally for further corrective action.
 - b. If the AT&T Wi-Fi hardware is fully functioning, and the problem is isolated to the Owner's device, then the AT&T Wi-Fi analyst cannot troubleshoot any further. You must further engage your own internal support team, the group who installed the device, and/or your manufacturer's documentation or support services whom should work with you to correct the issues with your hardware.

Users Cannot Call The McDonald's or AT&T Wi-Fi Help Desk for Assistance With:

1. Configuring or troubleshooting your non-McDonald's provided laptop or desktop hardware (and software) connected to the Owner port.
2. Configuring or troubleshooting your video surveillance system or other network appliance device connected to the Owner port.
3. Adding more than one device to this connection.



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